

CASE STUDY

Cross Plains Pharmacy

Overview

PHARMACY

Cross Plains Pharmacy

LOCATION

Cross Plains, Wisconsin

CHALLENGE

Optum Rx audit of 40 claims spanning two years and totaling \$15,000 in potential recoupment

SOLUTION

RxProtect

About Cross Plains Pharmacy

Cross Plains Pharmacy is an independently owned pharmacy located in the Village of Cross Plains, Wisconsin. It has served the village and the surrounding rural communities since 1972. In addition to dispensing, the pharmacy offers immunizations, adherence packaging, medication synchronization, medication therapy management, and private consultations. It was awarded Cross Plains Chamber of Commerce 2023 Business of Year.



Challenge

Cross Plains Pharmacy was being audited by Optum Rx for 40 claims spanning two years. The claims included high-cost medications, such as brand-name insulins and inhalers, Ozempic®, Eliquis®, Xarelto®, OneTouch® Ultra® test strips, lidocaine patches, and lamotrigine. The potential total recoupment was at least \$15,000.

Optum Rx required the pharmacy to respond to the audit notice within 30 days. The amount of documentation needed to back up the pharmacy's claims was time-consuming and overwhelming for Cross Plains Pharmacy owner Lisa Kostecki, RPh. She needed to review 52 pages of prescription hard copies and documentation to ensure they did not contain discrepancies before submitting to the PBM on time.

With only 30 days to respond to Optum Rx and \$15,000 at risk for recoupment, Cross Plains Pharmacy knew it needed to turn to a resource that could quickly respond to the PBM while minimizing the total recoupment.

"This was my first time using RxProtect. The team was responsive and easy to work with, and I was impressed with how quickly they went through 52 pages of prescription documentation and compiled an Excel spreadsheet complete with notes and suggestions for proper documentation. I received an initial response within 48 hours of sending it to the RxProtect team!"

*The report made it easy for me to systematically go through every prescription, and I knew what had to be done for each one. **I appreciated working with the RxProtect team through the entire process. It was efficient and a time saver!"***

—Lisa Kostecki, RPh



Solution

Kostecki had just enrolled her pharmacy with AlignRx and RxProtect a few weeks prior to receiving the audit notice. As she was new to the process, she contacted the RxProtect team for guidance. They assured her they would lead her through the process and asked her to send the audit notice, hard copies of the prescriptions being audited, and any supporting documentation.

Within a couple of days, Kostecki received a report detailing each prescription and refill with suggestions on how to protect her pharmacy on each claim being audited. The report noted specific discrepancies Optum Rx was looking for and advised her on how to properly document certain prescriptions, particularly sliding scale insulin.

Kostecki consulted the RxProtect report to ensure she captured each prescription correctly before submitting a response to Optum Rx prior to the deadline.



Impact

A few weeks later, Kostecki was pleased and relieved when she received the audit results. Optum Rx's findings resulted in a total recoupment of \$0 and the PBM found no discrepancies on any of the 40 prescriptions reviewed.

Since the audit, Kostecki and her team have been further exploring RxProtect's features—particularly the weekly high-risk audit report. This feature flags claims a PBM may target for an audit and advises the pharmacy on how to reduce its audit risk. This has helped Kostecki and her team ensure the pharmacy is more consistent with its documentation, further protecting the business.

"Now that my first audit is out of the way, I plan to call the RxProtect team to learn about all the other features RxProtect has to offer!"

I like the weekly high-risk audit risk reports we have been receiving. My techs use them to ensure we are more consistent with our documentation going forward."

—Lisa Kostecki, RPh

About RxProtect

RxProtect offers a full suite of audit services designed not only to identify and reduce a pharmacy's audit risk but also to diminish the impact of unjustified recoupments. PBM audits are often time-consuming with the potential to threaten a pharmacy's bottom line.

RxProtect's team of certified pharmacy technicians understand what to do before, during, and after an audit. Plus, they outline preventative measures to protect your pharmacy against future audits.

How RxProtect Safeguards Your Pharmacy

- Weekly customized high-risk audit reports that identify high-risk audit items that may be a red flag for PBMs ([view a sample report](#))
- Audit and appeal preparation for on-site audits, masked bundle audits, and hard copy audits
- Education and training for pharmacy staff on best practices and audit prevention
- Customized audit response strategies based on detailed documentation reviews that identify recovery risk and ensure 100% documentation compliance
- On-site audit assistance on location at your pharmacy (fees apply)
- Billing and dosing guides to eliminate guesswork in complex calculations—ensuring accuracy from the start
- Quarterly newsletters that deliver the latest PBM audit trends and crucial compliance tips

**Learn more about AlignRx
and how you can save time
and money with RxProtect.**

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